**To:** **All Parts iSupplier Portal Suppliers**  February 1, 2011

**Announcing**: **The Parts iSupplier Portal Support**

**Effective February 1, 2011**, we are pleased to announce that we will be expanding supplier technical support for the Parts iSupplier Portal. Support will be available Monday through Saturday from 6 AM until 10 PM CT. Suppliers in the U.S. and Canada can contact Navistar Dealer Support for iSupplier technical support at **1-800-527-7879**, and press option 8 (for Suppliers). Suppliers in the U.S., Canada, and around the world can contact Navistar supplier technical support via email at: [suppliersupport@navistar.com](mailto:suppliersupport@navistar.com) . Please include your user name (e.g. S123451001) in all correspondence or be prepared to provide it on all calls.

**Navistar iSupplier technical support will:**

* Help you with security and login issues
  + Ensure you have the recommended system requirements
  + Walk you through the login process
* Reset passwords for Administrators and, if necessary, users
  + Supplier Administrators can reset passwords for their own users
* Provide application support
  + Answer your questions on how to use the application

**For all non-technical questions/information, follow the appropriate path below:**

* For questions related to specific Parts purchase orders or business processes, please contact the Navistar Purchase Order Contact shown on your purchase order.
* For logistics questions or information, click [here](http://www.routingguides.com/international%20truck%20and%20engine%20corp/login.asp) and you will be directed to the Navistar Logistics Routing Guide.
* For Navistar Defense supplier information, see [www.navistardefense.com/supplier](http://www.navistardefense.com/supplier)
* For Supplier Scorecard questions or information, email [internationalscorecard@navistar.com](mailto:internationalscorecard@navistar.com)
* For help on Truck or Engine applications, please go to [www.navistarsupplier.com](http://www.navistarsupplier.com) for more information

You can find additional information about the iSupplier application at [www.navistarsuppler.com](http://www.navistarsuppler.com). Go to Parts Group, then iSupplier Portal for:

* Recorded training sessions
* Training aids
* FAQ’s

Regards,

Navistar Parts iSupplier Portal Team